

POSITION DESCRIPTION

This position description is a guide and will vary from time to time, and between services and/or units to meet changing service needs

March 2022

Te Whatu Ora Health NZ is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

Position Title:	Transcriptionist (90% or more of the role is focused on transcription duties)	
Reports to:	Administration Manager	
Key Relationships:	Internal: <ul style="list-style-type: none">▪ Team Leader/administrative team members▪ Service Manager▪ Clinicians▪ Other CDHB staff	External: <ul style="list-style-type: none">▪ Patients and their families▪ General practitioners▪ Other public and private health sector health agencies
Organisational Vision:	Te Whatu Ora Health NZ Waitaha Canterbury's vision is to promote, enhance and facilitate the health and wellbeing of the people of the Canterbury District.	
Organisational Values & Philosophy:	Te Whatu Ora Health NZ Waitaha Canterbury's is committed to be an excellent and caring funder / provider of health and hospital services. Integral to the achieving of our vision, goals and objectives of the Te Whatu Ora Health NZ regarding the values of the organisation: <ul style="list-style-type: none">▪ Care & respect for others▪ Integrity in all we do▪ Responsibility for outcomes.	
Role Purpose:	The key purpose of the role is to work to carry out Transcription duties to Te Whatu Ora Health NZ Waitaha Canterbury's standards and targets, with guidance from the service leaders/managers and Clinical Director/Triaging Clinician. Other duties may include tasks associated with booking of appointments to ensure patients receive treatment within Te Whatu Ora Health NZ Waitaha Canterbury's and MoH guidelines.	

Complexity:	<p>Most challenging duties typically undertaken, or most complex problems solved:</p> <ul style="list-style-type: none">▪ Multiple competing sensory demands when transcribing▪ Concentration required when checking information▪ Maintain a high level of transcription accuracy▪ managing daily, weekly workload.
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The Transcriptionist will be successful when:

1. Effectively communicate with all internal and external clients

Transcription duties: Work is undertaken and managed according to 'greatest need, longest wait'

- Transcription process from start of dictation through to the distribution of authorised letter is completed in each instance
- Dictated letters are completed within set timeframes (usually 3-5 work days)
- Written work is presented and accurate.
- All letters and outgoing correspondence are processed and distributed within one work day of sign-off by clinicians
- All data is entered into the patient management system accurately and in a timely manner.
- All enquires and requests from DHB staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken.
- Effective working relationships are maintained with staff from other services and sites across Te Whatu Ora Health NZ Waitaha Canterbury.
- Good public relations and communication skills are always practised.

2. Undertake other duties and projects as reasonably directed by the Administration Manager and/or service team leaders/managers from time to time

- Assistance with the overall service/cluster provision as workload determines.
- Additional duties are carried out in the best interest of the service/cluster and in a competent and efficient manner.

3. Communication

- Positive and professional behaviours in all relationships are role modelled
- Communication is clear, open, accurate and responsible
- Confidentiality is maintained
- Communicates clearly and proactively seeks feedback
- Contribute to a supportive environment to create a high functioning service.

4. Quality

- A quality service is provided by taking an active role in quality activities and identifying areas of improvement
- Be familiar with and apply the appropriate organisational and divisional policies and procedures.

5. Health and Safety

Maintain a high quality, safe and secure work environment by following relevant Te Whatu Ora Health NZ Waitaha Canterbury and divisional policies, protocols and standards.

All Te Whatu Ora Health NZ Waitaha Canterbury's safe work procedures and instructions are observed

- Own safety and that of others is ensured
- All hazards or potential hazards are immediately reported
- Protective equipment is used when appropriate and protective clothing is worn when required
- Unsafe work situations are made safe or, if they cannot, the supervisor or manager is informed
- Workplace hazards and employee's health is monitored
- All accidents or incidents are promptly reported to your manager

- Te Whatu Ora Health NZ Waitaha Canterbury's rehabilitation plan, to ensure an early and durable return to work, is activated when required
- Advice is sought from your manager if you are unsure of any work practice.

Leadership Capabilities *(as per the Leadership Capability Framework)*

Dimension	Description
Display self-knowledge	Actively seeks feedback on opportunities to improve
Builds relationships and mobilise support	Communicate and influence others
Communicate a vision and sense of purpose	Inspire a sense of purpose and commitment
Stimulate innovation and create immediate wins	Model and cultivate innovation and creative practices
Consolidate and continuously improve on strategic change	Identify change imperative and opportunities
Fosters a positive culture	Embrace difference and diversity

Qualifications & Experience

Essential:

- Excellent customer service skills – people focused
- Excellent keyboard skills (typing speed of 50-70 wpm)
- Commitment and ability to achieve accuracy and maintain attention to detail
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to meet deadlines and work unsupervised
- A team player
- Intermediate user in the Microsoft suite of products e.g. Word, Outlook, Excel
- High level of written and verbal communication skills

Desired:

- Broad administrative experience in a health-related field
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed in this job classification.
Employees may be requested to perform job related tasks other than those specified.